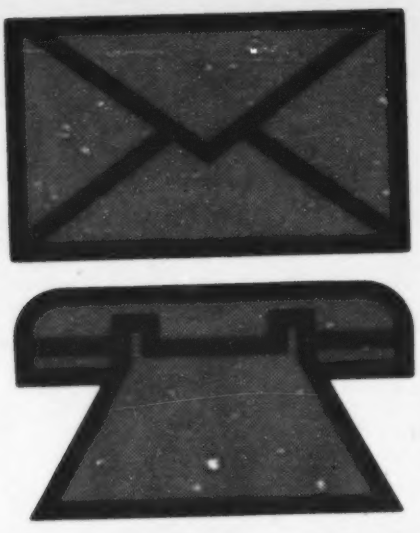
349/San An.



POSTAL ANSWER LINE

The new U.S. Postal Service automated telephone information service.

UNITED STATES POSTAL SERVICE
U.S.MAIL

September 1988

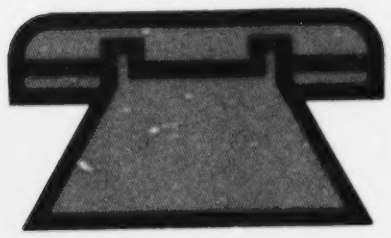
P1.57:

POSTAL ANSWER LINE

—it's the nearest thing to having your own personal post office.

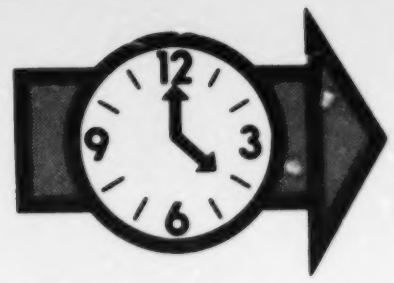
Information at your fingertips.

Now you don't have to stand in information lines at the post office. Or make unnecessary trips. (Much as we like to see you, we know you're busy.)
That's because POSTAL ANSWER LINE—the post office's new automated telephone service—puts information at your fingertips.
It couldn't be easier.



How to use POSTAL ANSWER LINE

1. Look up the message number for the information you want.
2. In the San Antonio area, call 650-1630 on your touch-tone telephone.
3. The recorded instructions will tell you when to push the buttons that correspond with the desired message number.
4. Wait a few moments for your message to begin.
5. For information on another service or to have the message repeated, wait for the tone, then press the appropriate message number.



Hours/Locations/ Fast Delivery

When you need locations and speed.

Post office hours and locations	**Message No.**
Post office hours and locations	133
Self-service postal centers	321
Services that offer fast delivery	
Express Mail®	132
Express Mail Next Day Service®	332
Express Mail Same Day Airport Service®	110
Express Mail Custom-Designed Service®	115
Express Mail International Service®	318
Where to deposit Express Mail® items	138
Special delivery	320
Special handling	141

Rates and Classes/ Rate Calculations

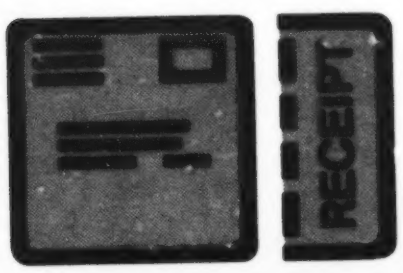
When you need information on types of services and prices.

Postage rates and classes of mail	**Message No.**
Which class of mail should I use?	333
First-Class Mail® and Priority Mail rates	323
Second-Class Mail rates (newspapers and magazines)	336
Third-Class Mail and Bulk Business Mail rates (advertising and circulars)	322
Fourth-Class Parcel Post rates (packages)	122
Library rate	120
Special Fourth-Class Mail rate	119

Rate Calculations—Compute your mail costs for commonly used mail services. These mail costs are provided only for the weights noted below.

Express Mail—Post Office to Addressee—Up to 5 pounds	154
Express Mail—Post Office to Post Office—Up to 5 pounds	354
Express Mail Same Day Airport Service—Up to 5 pounds	302
Express Mail—Over 5 pounds—Call your local post office	

First-Class Mail—Up to but not over eleven (11) ounces	101
First-Class Mail—Over 11 ounces, up to but not over 32 ounces (2 pounds)	155
First-Class Mail—Over 32 ounces, up to 80 ounces (5 pounds)	355
First-Class Mail—Over 80 ounces (5 pounds) call your local post office for costs	
Parcel Post—Packages weighing up to but not over fifteen pounds	301
Parcel Post—Packages weighing over fifteen pounds—Call your local post office	



Sending Valuables/Proof of Mailing or Delivery

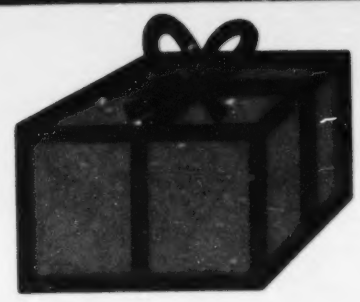
When you send valuables or need proof of mailing or delivery.

How to send valuables through the mail	**Message No.**
Registered mail	135
Insurance	337
How to file a claim for items lost or damaged in the mail	113
How to obtain proof of mailing or delivery	
Certificate of mailing	111
Certified mail	121
Return receipt service (proof of delivery)	334

Moving or Vacationing/Mail Holding/Mail Forwarding

Whenever you travel, we'll mind your mail. And when you move, we'll move your mail right along with you.

Moving or going on vacation? Here's what to do.	**Message No.**
Relocating permanently: File a change of address at least one month before you move.	137
When you'll be away six months or less: File a temporary change of address.	312
While you're on vacation: Notify the post office to hold your mail.	340

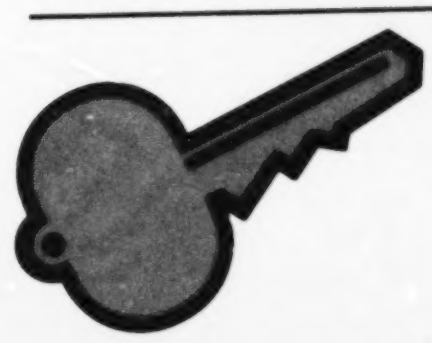


International Mail/ Sending Packages

We can make international mailing as easy as mailing to the nearest town.

This page has message numbers for the dos and don'ts of mailing packages.

International mail	**Message No.**
Rates for First-Class surface mail	319
Airmail rates and information	134
Express Mail International Service	318
Parcel Post rates and information	317
Customs	308
Special services available	142
International Reply Coupons	307
How to send packages	
Which mailing option should I select?	310
Special services available for packages	143
How to prepare packages for mailing	139
Sending parcels to the military	109



Resolving Problems/ Mail Order/ Fraud/Security

This page has message numbers for reporting probiems or complaints, for protecting yourself from mail fraud and for mail security.

Resolving mail difficulties	**Message No.**
How to report a service problem, compliment or complaint	335
Removing your name from mailing lists	140
Tracing or recalling mail	117
Unsolicited merchandise	306
Illegal mail items	106
Dogs can delay your mail	148
Sexually oriented ads	338
Mail Order	
Mail order tips	348
Mail order problems	311
Mail order and mail fraud publications	105

Fraud	
Medical fraud	349
Work-at-home schemes	104
Home improvement schemes	304
Charity fraud	150
Lotteries	350
Chain letters	309
Swindles aimed at senior citizens	103
C.O.D. boiler rooms (business)	305
False billing (business)	149
Security	
Protect your mail	351
Mailroom security (business)	303
Postage meter security (business)	151

MISC.

Business Mail/Stamp Collecting/General Mail Information and Services

There's practically no end to the ways the post office can make your life simple. Find out how simple for yourself:

	Message No.
Business mail	
Bulk Business Mail	136
Business Reply Mail	114
Postage meters	116
Stamp collecting	
Philatelic Center locations	144
Stamp collecting	314
General mail information and services	
Alien registration	147
Carrier alert	347
C.O.D.	112
Money orders	108
Passport applications	313
Post office boxes	316
Postage refunds and exchanges	341
Retention of undeliverable mail	342
Size standards for mail	118
Stamps by mail	107
ZIP + 4® coding: What is it?	339
Postal Service Reward Program	102
Local announcements	800
New messages since printing of this brochure	900

Of course, if you prefer, feel free to contact your local post office. We'll be happy to answer any questions you may have.

Keep this handy directory by your telephone so you'll have access to all our services.

United States Postal Service

OFFICIAL BUSINESS
PENALTY FOR PRIVATE
USE, $300

Bulk Rate
Postage & Fees Paid
U.S.P.S.
Permit No. G-10

Directory of postal consumer information.
Please keep for future reference.

Postal Customer